



# Tech Info Library

## Quadra 700, 9X0:Clean Install Problem - 16 & 21 Monitor 5/94

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Security: Everyone

Quadra 700, 9X0:Clean Install Problem - 16" & 21" Monitor 5/94

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TOPIC -----

When doing a clean install of the operating system on a Quadra 700, 900 or 950, if you disable the System folder by moving the Finder to another folder, the Macintosh will hang on startup with a frozen Macintosh rather than display the blinking question mark. This will occur only if the Quadra internal video is attached to an Apple 16" or 21" color monitor.

DISCUSSION -----

This problem occurs between the time the Quadra identifies a volume as bootable, and when it finds a legitimate system folder - which in a clean install scenario, doesn't exist. The solution for this problem would require a hardware fix, and these particular machines, with the exception of the Quadra 950, are out of production. It is a very rare problem that most people will never encounter.

We recommend that while doing a clean install with one of the above mentioned configurations, that you insert the Install 1 disk before powering up the Quadra. Do not wait for the blinking question mark as with a normal clean install.

This issue does not occur if the Quadra is attached to an Apple 12" Monochrome, 12" RGB, 13" RGB, or 14" RGB. It has not been tested with the Apple 15" portrait, 21" Monochrome or the 17" or 20" Multi-Scan monitors.

Support Information Services

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